

# SINUMERIK Service Assistance

## Product Sheet and Specific Terms



The MindSphere application SINUMERIK Service Assistance offers 3 options that support service experts in performing fault analyses on machine tools with SINUMERIK. With Machine Transparency all currently installed hardware components as well as firmware and software versions and their changes are recorded automatically. Machine Condition enables the cyclic recording of extended status data on the control and drive technology and its selective evaluation. Error Analysis efficiently identifies and evaluates fault states and disturbances in machine tools based on intelligent filter options and a user-friendly interface. Thanks to increased transparency, technicians can perform diagnostics before arriving on-site.

Prerequisites	
Subscription	A valid MindAccess IoT Value Plan (Small/Medium/Large) subscription is required.
Connectivity	For the use of the SINUMERIK Service Assistance application a connection of a SINUMERIK via MindSphere applications Manage MyMachines or via Brownfield Connectivity Services including configuration of all SINUMERIK Service Assistance aspects is required.
Hardware	The application supports SINUMERIK 828D/840D/ONE. The supported hardware and software versions can be found in the documentation: Manage MyMachines: <a href="https://siemens.mindsphere.io/en/docs/ManageMyMachine.html">https://siemens.mindsphere.io/en/docs/ManageMyMachine.html</a> Brownfield Connectivity Services: <a href="https://support.industry.siemens.com/cs/sc/5392/brownfield-connectivity-services">https://support.industry.siemens.com/cs/sc/5392/brownfield-connectivity-services</a>
Web browser	An HTML5 capable Internet browser is required (e.g. Google Chrome, Mozilla Firefox). The recommended screen resolution is 1024x768 or higher. Mobile devices are supported through the use of HTML5 capable Internet browser.

Description	
Asset List	Shows all available machines including their hierarchical structure as well as their connection / health status.

Machine Transparency	Based on the upload of the IdentSNAPSHOT XML file, Machine Transparency enables the automated acquisition of machine information including hardware components, software versions and licenses that are used within the machine tool with a SINUMERIK as well as logbook entries and general machine information. With the transparency into which components are installed at the customers site, experts are able to provide precise advice on hardware and software handling.
Machine Condition	Enables the cyclical acquisition of extended status data such as the SINUMERIK version or the number of axes, the machine access with information on the respective protection level via the control and drive technology and their targeted evaluation with the aid of intelligent analysis methods.
Error Analysis	Enables the detection and evaluation of fault conditions that occur on the machine tool with SINUMERIK. Based on the collected information, data analysis can be performed to identify existing correlations between the error messages and faults that have occurred.
Application permissions	This application is operated in data centers in the Area European Union and processes the following data: <ul style="list-style-type: none"> <li>• Machine Transparency stores all information, that have been uploaded from the machine.</li> <li>• Asset information: activated Assets and increments, activation date, health status, Asset status and boot information.</li> <li>• Read access on Asset configuration and aspects data is required in order to use the functionalities of this application.</li> </ul>

Pricing Model				
Fee for	Base subscription	Machine Transparency	Machine Condition	Error Analysis
Price	Free of charge	5€ per Asset / month <sup>1</sup>	25€ per Asset / month <sup>1</sup>	25€ per Asset / month <sup>1</sup>
Billing cycle	n/a	Monthly in arrears		
<sup>1</sup> If a price is displayed in a different currency on the <a href="http://www.mindsphere.io/store">product detail page of SINUMERIK Service Assistance</a> on <a href="http://www.mindsphere.io/store">http://www.mindsphere.io/store</a> in your country of residence at the date of buying the base subscription or enabling an Asset to Machine Transparency, Machine Condition and/or Error Analysis, such displayed price will be charged.				
Base subscription	The base subscription allows access to the application.			
Usage-based fees for Machine Transparency, Machine Condition and Error Analysis	Additional fees will be applied on a monthly basis for each Asset enabled for Machine Transparency, Machine Condition and/or Error Analysis.			
Payment terms	<p>The usage-based fees for Machine Transparency, Machine Condition and/or Error Analysis are charged monthly in arrears based on the average number (rounded up to the nearest whole number) of enabled Assets per option (Machine Transparency, Machine Condition, Error Analysis).</p> <p>Example: Machine Condition is enabled for 5 Assets at the 16<sup>th</sup> June. The average use is <math>5 * 15days / 30days = 2.5</math>. For the month June 3 times (=2.5 rounded up) the fee for Machine Condition is charged.</p>			
Subscription Term for the base subscription, termination	<p>The Subscription Term for the base subscription ends with termination by you or us. You may terminate your subscription to this application at any time.</p> <p>PLEASE NOTE: Upon your termination of the base subscription your Assets will be disabled at the end of the respective month.</p>			

	<p>We may discontinue the operation of the application by giving you at least 1-year notice prior to the planned discontinuation date. You are not entitled to enable Assets after this notification. On the date of discontinuation, the Service is terminated and the regulations in the MMA regarding the effect of termination and post termination phase apply.</p>
<p>Subscription Term for Machine Transparency, Machine Condition and Error Analysis, termination</p>	<p>The Subscription Term for Machine Transparency, Machine Condition and/or Error Analysis is 1 month (rest of the month for first activation) for each enabled Asset. Following expiration of the preceding Subscription Term, the subscription automatically renews with a Subscription Term of 1 month.</p> <p>You may terminate the subscription for Machine Transparency, Machine Condition and/or Error Analysis at any time by disabling the option(s) for the Asset in the application. In this case, the Subscription Term for Machine Transparency, Machine Condition and/or Error Analysis will not automatically be extended after it has expired, and the termination will become effective at the end of the month.</p> <p>Tenant administrators can enable or disable Machine Transparency, Machine Condition and/or Error Analysis option(s) per Asset.</p> <p>NOTE: If you remove/offboard the respective Asset from your MindAccess Account, Machine Transparency, Machine Condition and/or Error Analysis option(s) must be disabled for this Asset manually in the SINUMERIK Service Assistance application.</p> <p>Once a disabled Asset is enabled again after the end of a valid Subscription Term for Machine Transparency, Machine Condition and/or Error Analysis, a new Subscription Term for Machine Transparency, Machine Condition and/or Error Analysis starts, and the respective fee will be applied again as stated above.</p>
<p>Adaptation of fees</p>	<p>We may change or add new fees (collectively referred to as “Fee Change”) due to and to the extent required to reflect: (i) changes in the quality or functionalities of the Service; (ii) material changes in market conditions; (iii) general increases in wages or other employment costs; and/or (iv) changes in procurement costs due to price changes made by our suppliers, in each case to the extent that the changes affect our provision of the agreed Service. We will notify you of any Fee Change at least 60 days in advance of the effective date of the Fee Change.</p>
<p>Trial</p>	<p>“Trial” refers to an application that has been designated as a “trial” offering in the product description in the applicable Order Form. Any application delivered as a Trial is a “Free of Charge Service” as that term is defined in the MMA.</p> <p>We will notify you by email of the exact start and end date of the Subscription Term for the Trial (“Free Trial Period”).</p> <p>During the Free Trial Period the usage of Machine Transparency, Machine Condition and Error Analysis for any number of Assets is included.</p> <p>You may terminate the Trial at any time during the Free Trial Period by providing written notice to <a href="mailto:trial@mindsphere.io">trial@mindsphere.io</a> no later than 14 days prior to the end date of the Free Trial Period. We may terminate your access to the Trial at any time after receipt of your written termination notice. Termination of the Trial shall also result in termination of the respective corresponding paid subscription ordered (including any enabled options).</p> <p>During the Free Trial Period, our standard support and service level obligations do not apply. We may however, at our sole discretion, make certain free of charge support services available to you. Upon expiration of the Free Trial Period, the Subscription Term for the respective corresponding paid subscription will begin, and you will be invoiced accordingly.</p>

Specific Terms	
Service Level Agreement	The Monthly Uptime Percentage for this application is at least 90 %. Monthly Uptime Percentage is defined in the MindSphere Supplemental Terms available on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> .
Exclusions	The interpretation, implementation and utilization of our suggestions and recommendations are your responsibility alone. We do neither assume any responsibility, warranty or guarantee regarding feasibility and/or applicability of suggestions and/or recommendations, nor for actions or omissions that are based on suggestions and/or recommendations.
Application use rights	This application can be used as part of OEM Services as described in the Specific Terms for MindAccess IoT Value Plan published on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> . Under the Account of your MindAccess IoT Value Plan, you may permit Users of Third Parties to access and use this application for the purpose of receiving a service from you.
Data use rights	“Collected Data” means any information, code or data collected by this application and may include copies of certain parts of Your Content made by the application for use in accordance with this Product Sheet and Specific Terms. During and after the Subscription Term, Siemens and its business partners may use Collected Data for Siemens’ internal purposes (e.g. development and improvement of products and services). Use of Collected Data in accordance with this Section will be at Siemens’ risk.
Third Party Terms	The application contains Third Party services, including open source software, commercial software, or software-related managed services, which are subject to additional or different terms, license rights, or require certain notices by their licensors, which we are obliged to pass on to you as your licensor and to which you agree to abide (“Third Party Terms”). The Third Party Terms for SINUMERIK Service Assistance are made available via the following web link: <a href="https://sie.ag/MindSphere-ThirdParty_SINUMERIKServiceAssistance">https://sie.ag/MindSphere-ThirdParty_SINUMERIKServiceAssistance</a> .
Changes to the Product Sheet and Specific Terms	We may update this document from time to time during a Subscription Term in order to reflect any changes agreed with or imposed by our subcontractors (including changes in open source software license terms) or when we introduce new features, supplements, enhancements or capabilities (e.g. that were not previously included with the subscription, but added for no additional fee). Changes shall become binding upon release of a new version of this document on <a href="http://www.mindsphere.io/terms">www.mindsphere.io/terms</a> .
Support	Support for this application may be contacted via Industry Online Support ( <a href="https://support.industry.siemens.com">https://support.industry.siemens.com</a> ). Support is available in English and German.
Registration at myRegistration Portal	When using the option Machine Transparency, the identSNAPSHOT XML file will automatically be registered in the myRegistration Portal ( <a href="http://myregistration.siemens.com/">http://myregistration.siemens.com/</a> ) using the email address of the tenant administrator or optionally the email address entered for a subtenant in the application. For each update of the identSNAPSHOT XML file, the transmission of the file will be automatically triggered. If access to your registered machines is needed, a myRegistration account can be created using email address which was used for registration of the identSNAPSHOT XML file.
Your responsibility for data	For the Machine Transparency option, you have to provide the information about the installed components within the identSNAPSHOT XML file. You must ensure that no data classified as sensitive will be transmitted.

## Export Control Regulations

AL	N
ECCN	EAR99

## Security Information

General	In order to protect plants, systems, machines and networks against cyber threats, it is necessary that you implement and continuously maintain a holistic, state-of-the-art industrial security concept.
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## Definitions

Asset	An Asset is the logical representation of a thing which can be a CNC controller like a SINUMERIK 828D/840D/ONE.
IdentSNAPSHOT XML file	The identSNAPSHOT XML file is an xml file that can be created on the supported SINUMERIK. It contains information about hardware, software licenses and general Information (e.g. MLFBs of all hardware components) of CNC Machines controlled by the SINUMERIK. For additional information on how to create the identSNAPSHOT XML file, please refer to the operating manual of SINUMERIK Service Assistance available on <a href="https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance">https://support.industry.siemens.com/cs/document/109780665/mindsphere-mindapp-sinumerik-service-assistance</a> .
General	All other capitalized terms in this document shall have the meaning given to them in the MindSphere Agreement.